

# TENANT UPDATE



Tenants play an important role in helping Wheatley Homes South improve our services. Your views really matter and shape how we deliver repairs and upgrades to your home and community. Find out more about how your feedback is helping us help you.



## We are here to support you

We're always here to help you. The Customer First Centre is central to our new way of working, with expert staff there on hand 24/7 to support you with any enquiries and requests. You can contact us by phone, via webforms on our website or through webchat in your online account, and our experienced advisors and housing professionals will help. You can do all this without leaving your home.

If you need to see us in person, we will come to you. Here are some figures from 2022-23.

**136,471**

Calls received

**57 seconds**

Average waiting time

**89%**

Enquiries resolved at the first point of contact (target 90%)

**77.5%**

Calls answered within 30 seconds

# Improving repairs

Thank you for your feedback which helped us improve the repairs service.

We always try to arrange repairs at a time to suit you.

We're launching our new 'Book It, Track It, Rate It' app in the months ahead.

The app tells you when a repair is booked, when a tradesperson is due and lets you rate the job afterwards.

We'll be holding events with customers before the launch to make sure it meets your needs.

We're also focusing on damp and mould. Complaints are investigated within 48 hours and we'll complete repairs within 15 days.

We'll keep listening to you to help make repairs better.

## 57,276

Reactive repairs delivered

## 83.2%

Satisfaction with repairs or maintenance in past 12 months

## 91%

Repairs completed right first time

# Your community

We know you want to be proud of your home and neighbourhood. We want to work with you to improve homes, making them safer, more energy efficient and more attractive places to live. The new homes we build also help transform lives and communities – and we'll build more family homes because you told us that's what you want.

We asked you how we could make it easier to apply for a home, and you told us we

could simplify our allocation policy and advertise our available homes. We've now done that, and we launched our Homes4D&G online letting service in April.

Our Neighbourhood Environmental Teams (NETs) help keep your community clean, green and safe. You can now request a service from your NETs using your web self-service account, and you'll can see the schedule of cleaning and landscaping services for your area too.

## 37

New homes built in 2022-23

## £9.6m

Invested in planned upgrades to homes and communities

## £1.7m

Invested in new kitchens

## £2.5m

Invested in new windows

# Engaging with you

We'd like to thank everyone who has got involved in our decision-making.

Focus groups – on repairs, for example – help us improve our services.

Our Customer Voice conference, surveys, neighbourhood walkabouts, open days and other ways you make your voices heard

also ensure we reflect what is important to you and your priorities. Please continue to get involved as much as you can and shape what we do. There are always lots of opportunities for you to help us design the right services for you and we look forward to seeing as many of you as possible in the months ahead.

## 600

Tenants recruited as 'Customer Voices' in 2022-23

## 367

Customers on regional panels to look at rent, safety, environment and more

## 214

Events and activities held

